

test center

by People Systems

Customer Service Representative for High Security Positions Assessment Report

Candidate: XXXXXXXXXXXX
Username: XXXXXXXXXXXX
Date: XXXXXXXXXXXX

Sample Report

Personality Assessment

	Low	Below Average	Average	Above Average	High
Conscientiousness				◆	
Customer Service Orientation				◆	
Emotional Stability/Resilience					◆
Work Drive				◆	

	Questionable	Good	Excellent
Overall Job Performance			◆

Overall Job Performance is based on a composite of z scores for Customer Service Orientation, Emotional Resilience, & Work Drive. Good is the default category, while an Excellent scores are based on top 50% on overall job performance and no “Low” scores; Questionable scores are based on bottom 50% overall job performance score and at least one “Low” score on the 4 dimensions.

Potential Fraud Problems

	RED FLAG	Marginal	Unlikely Problems
Overall Job Performance	◆		

Unethical Behavior is based on a composite of z scores for 5 dimensions: Drug Use, Anti-Social Attitudes, Narcissism, Extrinsic Motivation, and Unethical Principles. A “Red Flag” score falls in the Top 10 percentile range, while a “Marginal” score falls in the 70th to 89th percentile range. “Unlikely Problems” represent the 0-69 percentile range of this distribution.

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